

Parks & Recreation Advisory Board  
**Wednesday, January 4, 2017 – 1 p.m.**  
**Mid-County Regional Library Administrative Conference Room**

AGENDA

**Board Members**

William Dryburgh, Chairman – At Large  
Maria Greenberg – District 1  
Katherine Ariens – District 2  
Holly Haynes – District 3  
John Hitzel, Vice-Chair – District 4  
Erick Toth – District 5  
Fred Pazona – At Large

**Staff**

Ken Doherty, Commission Liaison  
Tommy Scott, Director  
Maureen Broderick, Recreation Manager  
Tina Powell, Parks & Natural Resources Mgr.  
Bonnie Blair, Administration Assistant II

1. Chairman to Announce:
  - Anyone wishing to address the board during this portion of the meeting must state one's name for the record and what agenda subject is to be discussed. Discussion is limited to matters identified on this agenda.
2. Roll Call
  - Approval of December 2016 minutes.
3. Division Reports
  - Reports for December were distributed with the meeting packet.
4. New Business
  - Update on Sales Tax Projects
  - Bay Heights Dedication, January 31, 2017 at 1 p.m.
5. Old Business
  - Fee Schedule
6. Sports Council Update
7. Member Issues
8. Director's Report
9. Citizen Input
10. Announcement
11. Upcoming Events
  - Fit for Life Senior Games, March 2-26, 2017
  - Come Sail Away, March 11, 2017, Port Charlotte Beach Complex, Kayak and Canoe
12. Adjournment

***There may be one or more Board of County Commissioners in attendance at any given meeting.***

## **Parks & Recreation Advisory Board Minutes**

December 7, 2016

### **Board Attendance Record**

William Dryburgh (132/145)  
Katherine Ariens (45/59)  
Maria Greenberg (67/75)  
John Hitzel (68/73)  
Fred Pazona (53/63)  
Erick Toth (17/17)  
Holly Haynes (2/3)

### **Present**

Bill Dryburgh  
Maria Greenberg  
Erick Toth  
Fred Pazona  
John Hitzel

### **County Representatives**

Ken Doherty, Commission Liaison  
Tommy Scott, Director  
Maureen Broderick, Recreation Manager  
Tina Powell, Parks & NR Manager  
Mike Koenig, Resource Coordinator  
Bonnie Blair, Administrative Assistant II

### **Guests**

Andy Wing

- Chair Dryburgh welcomed members, staff and visitors to the meeting.
- Minutes
  - The November 2016 minutes were unanimously approved.
- Division Reports for November
  - John Hitzel – South County tennis vs pickleball, drop in open gym, soccer popularity, Mud Run @ Tippecanoe, CHNP
- New Business - None
- Old Business
  - Parks & Recreation Master Plan
    - i. A few changes to the plan depicted on starting on page 54
    - ii. New CIP Policy review adopted by the BCC, a 20 yr. Program Funding Plan (Capital Needs Assessment)
    - iii. First 1-5 years are already funded; years 6-20 unfunded
    - iv. Highlights “ongoing review of the Master Plan”
      - 1. Level of service
      - 2. Program evaluations
      - 3. Updates every 5 years if needed
      - 4. Ongoing review with Creditation are outlined
    - v. Adoption of the Master Plan
      - 1. Commissioner Doherty understands the members’ previous

concerns regarding funding, but the new CIP policy will help. Suggests the Parks & Recreation Advisory Board review on a 2 year cycle. Neighborhood Parks – in South Gulf Cove – he understands the park designations, but doesn't feel that neighborhood parks should be excluded from the funding – needs to be worked through – he wants this board to recommend to the BCC a solution for South Gulf Cove.

Tommy Scott explained that SGC has a MSBU; the attorney's office is looking at the possibility to change to a MSTU or a legislative piece that can be done..

2. Commissioner Doherty wants to take this back to our legislature explaining the circumstances in South Gulf Cove, for a possible change.

Recommendations:

1. Page 20 – ***Motion to approve the 7 guiding principles, made by Fred Pazona, seconded by Eric Toth and unanimously approved.***
2. Page 41 – ***Motion to approve the level of service, made by John Hitzel, seconded by Eric Toth and unanimously approved.***
3. On board review process – CAPRA, Page 66 & 67 – ***Motion to change review to every 2 years instead of every 5 years, made by Fred Pazona, seconded by Eric Toth and unanimously approved.***
4. Adopting the Master Plan makes us a better organization and provides a higher level of service – ***Motion to approve the Parks & Recreation Master Plan, made by Eric Toth, seconded by John Hitzel and unanimously approved.***

- Sports Council Update – Eric Toth
  - The committee reviewed:
    - i. Dates of Snowbird Classic
    - ii. Concession Stand Reviews In December
    - iii. Club insurance and scheduling
    - iv. Elected new chair and vice-chair
    - v. Schedule for 2017
- Member Issues
  - Fred Pazona – Toys for Tots Drop-off Coalition event December 16<sup>th</sup> is a private night for homeless families to be held at the South County Regional Park Recreation Center – great event.
  - Bill Dryburgh mentioned that every day when he passes the Event Center the parking lot is full. The long range plan is coming into fruition.

- Director's Report
  - Tommy Scott mentioned the retirement of the recording secretary in January 2017.
- Citizen Input
  - Andy Wing – Marion County case, asked whose responsibility it is to mow along the street at the beach, fencing to protect the dunes, beach nourishment 30 yr. plan cost is 72 million. The County is looking at restructuring the Stump Pass MSTU.
- Announcements - none
- Adjournment @ 2:15 p.m.

CC: Commissioner Ken Doherty, District 1  
Commissioner Chris Constance, District 2  
Commissioner Bill Truex, District 3  
Commissioner Stephen Deutsch, District 4  
Commissioner Joe Tiseo, District 5  
Raymond Sandrock, Administrator  
Kelly Shoemaker, Deputy County Administrator



# Charlotte County Government

*"To exceed expectations in the delivery of public services."*

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JSK 16-082

December 13, 2016

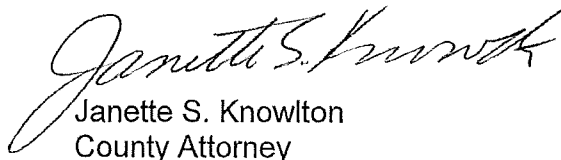
Mr. Fred Pazona  
444 Encarnacion Street  
Punta Gorda, FL 33983

Dear Mr. Pazona:

Congratulations on your recent re-appointment as the "At-Large" member to serve on the Parks and Recreation Advisory Board. Enclosed you will find a synopsis of the "Sunshine Law", Florida Statutes, Section 286.011, and a synopsis of the Code of Ethics for Public Officers and Employees, Florida Statutes, Sections 112.311 through 112.3261, for your review.

If you have any questions concerning the Sunshine Law and its applicability to your position on the Parks and Recreation Advisory Board, please do not hesitate to contact me.

Very truly yours,

  
Janette S. Knowlton  
County Attorney

JSK:slm  
Enclosures  
cc: Supervisor of Elections  
Bonnie Blair

2016-0002

**Staff Reports**  
**Parks and Recreation Advisory Board Meeting**  
**December 2016**

**Administration**

- Responded to 75 phone calls, 3 web mails, 1 citizen action requests, 1 Accident/1 Incident, 2 Damaged/Missing Item reports
- Parking passes sold 24 (mail and phone)
- Supported 3 Advisory Boards, Safety Committee
- Promotional and Marketing Activities
  - ½ page ad in the Parrot Magazine promoting activities
  - ¼ page ad Florida Weekly – now weekly
  - Facebook Page Current reach – 1,554 Page Likes
  - iHeart Media commercials – Parking Passes and Fan Bricks
  - Tippecanoe Trail & Mud Run
  - 3 Press Releases
- Parking Machines – old machines removed, new machines will be fully operational after January 2
- Seasonal Concessions
  - Englewood Beach
    - Yoga – Loving Light Healing Center
    - Beach Chairs/Umbrellas/Scooter Rental – Mark Knofler Ent.
    - Yes Man – fresh fruit drinks
    - Shiver Shack Hawaiian Snow Cones

**Recreation Division**

**Port Charlotte Beach Pool**

- 354 paid admissions
- 189 Water aerobics participants
- 206 pass holder visits
- Staff spent an estimated 36 hours performing facility maintenance
- Staff spent an estimated 25 hours training Lifeguard skills such as conditioning swimming, Rescues, First Aid, CPR/AED and Administering Emergency Oxygen

**Port Charlotte Beach Recreation Center**

- Facility open to the public 72 hours
- The Facility was rented 22 times with an approximate attendance of 2182
- The facility hosted 4 W.O.W. classes in December
- Approximately 150 hours were spent performing facility maintenance
- Held Santa's Candyland event Saturday December 10, 2016 and had approximately 600 people attend.

**Upcoming programs and events**

- Charlotte Harbor Kids Fest February 25, 2017
- "Come Sail Away" March 7, 2017
- Painting the Night Away March 15, 2017
- Bus trip "CLUE THE MUSICAL" May 18, 2017

**South County Regional**

- Youth dance had 100 Visits from Registered participants
- 306 Pickball participants
- Tai Kwon Do 18 Participants
- 22 drop in for open gym
- Drop in RC airplanes 7

- 8 dancers are in the senior dance program
- Christmas Break Camp had 130 Campers
- Staff completed 100+ hours of annual maintenance and 60+ hours of staff training and cleaning during our annual week long closure of the facility

### **New Programs/Activities**

January 21 is our Annual Pickleball Marathon

January 27, 28, 29 will be hosting the Annual Dog Obedience Show

### **South County Regional Park Pool**

- 225 paid admissions
- 185 Water Aerobics participants
- 389 pass holder visits
- Christmas Camps are underway with 130 swimmers.
- The Charlotte County Blue Fins held 25 swim practices resulting in approximately 1450 "splashes".
- Aquatic staff spent an estimated 100 hours performing facility maintenance
- Aquatic staff spent an estimated 110 hours training Lifeguard skills
- WSI's taught 1 private lessons
- Facility had deck replacement concrete work, and tile replacement completed during annual closure
- All staff was recertified during this time

### **New Programs/Activities**

January 7 SCRP Pool will Host the first CCS Swim Meet for 2017

### **Harold Avenue**

- Harold Avenue's numbers have stayed good this past month for Open Table Tennis on Tuesdays, Thursdays and Fridays.
- Harold Avenue's Pickleball has retained good numbers on their play days Monday thru Friday.
- Pickleball Leagues continue play on Wednesdays and Fridays.
- Harold Avenue hosted Wellness @ Work Jazzercise and Tai Chi classes several days in December.
- Harold Avenue hosted several St. Charles Borromeo Boys and Girls Basketball practices and games in the month of December. This was the last month that St. Charles Borromeo will be renting the facility for this basketball season.
- Harold Avenue Hosted several Port Charlotte Little League sign-up nights in December.
- Harold Avenue Youth Basketball Leagues held their picture day at Harold Avenue on December 10<sup>th</sup>.
- Harold Avenue hosted the Charlotte Thunder Baseball Organization's Parents Meeting December 14<sup>th</sup>.
- Harold Avenue Youth Basketball Leagues have completed weeks 3, 4, and 5 of the regular season in the month of December.
- Harold Avenue held the Charlotte County Community Services Ichiban Bonsai club for four Saturdays in December.
- Harold Avenue remained open on December 23<sup>rd</sup> & December 24<sup>th</sup> for the citizens of Charlotte County.
- Harold Avenue conducted its Lockdown Training for its staff this month.
- Harold Avenue said goodbye to Part-Time Recreation Specialist Cedric Vales on December 27<sup>th</sup> as he is leaving to attend Lineman School in Georgia.

### **Programs/Activities at Harold Avenue**

- Youth Basketball Leagues 6u, 8u, 10u, 12u, 14u, 17u divisions
- Men's Pickleball League
- Women's Pickleball League
- Charlotte County Ichiban Bonsai Club
- Charlotte County Women's Tennis
- Charlotte County Women's 50+ Tennis
- Charlotte County Peace River Senior Men's Tennis

- Open Pickleball
- Open Table Tennis
- Youth Open Gym
- Adult Open Gym
- Open Volleyball
- Wellness @ Work Jazzercise
- Wellness @ Work Tai Chi
- Wellness @ Work Yoga

### **Ann Dever Regional Park Pool**

The Ann Dever Park Pool just finished construction on December 12. During construction Family Pools replaced the marcite pool shell with a stronger pebble coat shell.

With the water chemistry now balanced the pool will be reopening December 28, two weeks ahead of schedule.

### **Tringali Recreation Center**

- Over 200 attendants for Open Gym Basketball Mondays through Saturdays Various Times
- Over 300 attendants for Pickleball Monday thru Saturday Various times, Beginner and Intermediate levels
- Over 20 attendants for Line Dance Mondays 10:30am-12:30pm intermediate level
- Elementary Fun night attendance of over 21, held on multiple Fridays per month for elementary aged kids
- Yoga instruction Monday nights 7:00pm – 8:00pm
- Adult Ballet instruction Monday and Thursday Evenings 5:45pm – 6:45pm
- 3 Public meeting with attendance of 120
- Community Garage Sale 22 vendors and over 200 attendants

### **Charlotte Sports Park**

The Charlotte Sports Park is underway with preparation for Spring Training. Some of the facets include; interviewing Event Staff, coordinating the installation of our various CIP projects, preparing for the installation of the new video board, ordering supplies, coordinating meetings, and facility walk through to name a few.

### **Athletics**

Below is a list of programs and events that were held this month:

- EAAA Cats Cheerleading operating out of Ann Dever Memorial Park with approximately 40 participants.
- Armed & Dangerous Flag Football League at Carmalita Park with approx. 120 participants.
- Charlotte County Commercial Softball League operating at Carmalita Park with approx. 170 participants.
- Charlotte County Christian Association Softball League operating out of Carmalita Park with approximately 450 participants.
- Half Century Softball League operating out of Carmalita Park with approximately 120 participants.
- 60+ Softball League operating out of Carmalita Park with approximately 70 participants.
- 55+ Morning Softball League out of Carmalita Park with approximately 60 participants.
- Punta Gorda Horseman's Association operating out of Carmalita Park with approx. 120 participants.
- Charlotte County 4H operating out of Carmalita Park with approximately 40 participants.
- Charlotte Harbor Athletics Youth Flag Football at Carmalita Park with approx. 200 participants.
- Port Charlotte Bandits Football & Cheerleading at Franz Ross Park with approximately 280 participants.
- Charlotte County LaCrosse Association at Franz Ross Park with approximately 20 participants.
- Miss Charlotte Fastpitch Softball at Harold Avenue Regional Park with approx 130 participants.
- Port Charlotte Little League Baseball operating at Harold Park with approx 250 registered participants.
- Charlotte Thunder Baseball operating out of North Charlotte Regional Park with approx. 45 participants.
- SWFL Rebellion Girls Softball operating at North Charlotte Regional Park with approx. 20 participants.



- Imagine School of North Port Boys and Girls Soccer teams operating out of North Charlotte Regional Park with approximately 60 participants.
- The Charlotte County Soccer Federation operating out of North Charlotte Regional Park and South County Regional Park has approximately 675 participants in its recreational and competitive leagues.
- Punta Gorda Babe Ruth Baseball operating out of South County Regional Park and North Charlotte Regional Park with approximately 225 participants.
- Arnie Owens Baseball League operating at South County Regional Park with approx 30 participants.
- Charlotte County Inline Hockey operating out of the Tringali Hockey Arena with approximately 25 participants.

### **Parks & Natural Resources**

- Staff graded the boat ramp at Allapatchee Shores. This project is part of the annual maintenance and recovery after the downpours of summer.
- Staff also completed the monthly inspections of our parks and preserves. This inspection process is a requirement of CAPRA but also a means by which staff can document and track maintenance issues at our properties.
- Staff conducted an educational outreach in Rotunda. The Rotunda Rotary Club has requested a guest speaker to periodically attend their regular meetings and discuss issues regarding the landscape of Florida. On 12-21 staff attended a meeting and discussed the importance and role of prescribed fire within the natural Florida landscape and the overall ecosystem health.
- In addition to educational outreach staff has begun to address maintenance issues at various properties including most of the west county environmental parks.

### **Summary Report from Kiosk at Recreation Centers**

Reports will be handed out at the meeting for most current information.

# Charlotte County Community Services Recreation Division Monthly Customer Comments Summary

Location Ann Dever Pool

Month / Year Oct-16

**1. How would you rate your most recent interaction with a county employee?**

- |                                              |                   |
|----------------------------------------------|-------------------|
| <input type="radio"/> Worse than I expected  | <u>          </u> |
| <input type="radio"/> About what I expected  | <u>1</u>          |
| <input type="radio"/> Better than I expected | <u>9</u>          |

**2. This experience could have been better if:**

- |                                                                        |                   |
|------------------------------------------------------------------------|-------------------|
| <input type="radio"/> It had been simpler or quicker or more timely    | <u>          </u> |
| <input type="radio"/> My interaction with the employee had been better | <u>          </u> |
| <input type="radio"/> I had received the result I wanted               | <u>          </u> |
| <input type="radio"/> Not applicable - this was a great experience     | <u>6</u>          |

**3. Please evaluate following recreation services (4 = Very Satisfied and 1 = Very Dissatisfied):**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
<input type="radio"/> Cleanliness	<u>11</u>	<u>4</u>	<u>0</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Customer Service	<u>9</u>	<u>3</u>	<u>0</u>	<u>1</u>	<u>0</u>
<input type="radio"/> Program Availability	<u>10</u>	<u>3</u>	<u>1</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Program Variety	<u>11</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Facility Amenities	<u>7</u>	<u>2</u>	<u>1</u>	<u>1</u>	<u>1</u>

<b>4. I would recommend this facility to others:</b>	<b>Yes</b>	<u>10</u>	<b>No</b>	<u>0</u>
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**Additional Comments:**

- |    |                                                                                           |
|----|-------------------------------------------------------------------------------------------|
| 1. | Would like to see a snack machine put in                                                  |
| 2. | Water too cold                                                                            |
| 3. | Excellent facility and staff                                                              |
| 4. | The locker room needs better shower heads-more places to hang your towel & put you things |
| 5. | Warmer H2O Pls                                                                            |
| 6. | Great friends- fun                                                                        |

Monthly Survey - Additional Patron Comments

7	Brrr!
8	Great spot for everyone
9	Best
10	My only complaint is against the temp. of the water. I need these pool work outs. I pay 4 them
11	I LOVE ENGLEWOOD! THIS POOL IS AMAZING
12	Fun place.
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## Charlotte County Community Services Recreation Division Monthly Customer Comments Summary

Location BRSP

**Month / Year** Oct-16

- 1. How would you rate your most recent interaction with a county employee?**

☐ **Worse than I expected** 0  
☐ **About what I expected** \_\_\_\_\_  
☐ **Better than I expected** 9

- 2. This experience could have been better if:**

<input type="radio"/> It had been simpler or quicker or more timely	0
<input type="radio"/> My interaction with the employee had been better	0
<input type="radio"/> I had received the result I wanted	1
<input type="radio"/> Not applicable - this was a great experience	7

- 3. Please evaluate following recreation services (4 = Very Satisfied and 1 = Very Dissatisfied):**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
○ <b>Cleanliness</b>	6	1	0	0	0
○ <b>Customer Service</b>	7		0	0	0
○ <b>Program Availability</b>	4		1	2	
○ <b>Program Variety</b>	2	2	1	2	
○ <b>Facility Amenities</b>	4	3	0	0	0

- |                                               |     |   |    |   |
|-----------------------------------------------|-----|---|----|---|
| 4. I would recommend this facility to others: | Yes | 2 | No | 0 |
|-----------------------------------------------|-----|---|----|---|

## Additional Comments:

- |    |                                                              |
|----|--------------------------------------------------------------|
| 1. | Great Service - More days or Both every day the park is open |
| 2. | More BMX day - Good Park                                     |
| 3. | Would like to see another day added for bikes                |
| 4. | More BMX days                                                |
| 5. | More bike hours                                              |
| 6. | Fine Cracks to be repaired, don't a plaza?                   |

# Monthly Survey - Additional Patron Comments

7	There should be more obstacles and it should only be skateboarder no bmxers
8	Skate lessons are the best and have completed me as a person
9	There should be no grass just concrete for skating. Also there should be more ramps and rails.
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# Charlotte County Community Services Recreation Division Monthly Customer Comments Summary

Location Harold Avenue Park

Month / Year

Oct.-16

**1. How would you rate your most recent interaction with a county employee?**

<input type="radio"/> Worse than I expected	<u>0</u>
<input type="radio"/> About what I expected	<u>10</u>
<input type="radio"/> Better than I expected	<u>15</u>

**2. This experience could have been better if:**

<input type="radio"/> It had been simpler or quicker or more timely	<u>1</u>
<input type="radio"/> My interaction with the employee had been better	<u>1</u>
<input type="radio"/> I had received the result I wanted	<u>12</u>
<input type="radio"/> Not applicable - this was a great experience	<u>10</u>

**3. Please evaluate following recreation services (4 = Very Satisfied and 1 = Very Dissatisfied):**

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>N/A</u>
<input type="radio"/> Cleanliness	<u>18</u>	<u>6</u>	<u>2</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Customer Service	<u>19</u>	<u>6</u>	<u>1</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Program Availability	<u>17</u>	<u>6</u>	<u>2</u>	<u>0</u>	<u>1</u>
<input type="radio"/> Program Variety	<u>18</u>	<u>3</u>	<u>2</u>	<u>1</u>	<u>2</u>
<input type="radio"/> Facility Amenities	<u>20</u>	<u>5</u>	<u>0</u>	<u>0</u>	<u>1</u>

**4. I would recommend this facility to others:**

**Yes**

16

**No**

0

**Additional Comments:**

1. 

Great Staff.
2. 

Doing a great job.
3. 

Love the staff.
4.
5.
6.

# Charlotte County Community Services Recreation Division Monthly Customer Comments Summary

Location Port Charlotte Beach I

Month / Year

Oct-16

**1. How would you rate your most recent interaction with a county employee?**

- |                                              |           |
|----------------------------------------------|-----------|
| <input type="radio"/> Worse than I expected  | <u>0</u>  |
| <input type="radio"/> About what I expected  | <u>8</u>  |
| <input type="radio"/> Better than I expected | <u>11</u> |

**2. This experience could have been better if:**

- |                                                                        |                   |
|------------------------------------------------------------------------|-------------------|
| <input type="radio"/> It had been simpler or quicker or more timely    | <u>          </u> |
| <input type="radio"/> My interaction with the employee had been better | <u>1</u>          |
| <input type="radio"/> I had received the result I wanted               | <u>2</u>          |
| <input type="radio"/> Not applicable - this was a great experience     | <u>12</u>         |

**3. Please evaluate following recreation services (4 = Very Satisfied and 1 = Very Dissatisfied):**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
<input type="radio"/> Cleanliness	<u>10</u>	<u>8</u>	<u>0</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Customer Service	<u>11</u>	<u>7</u>	<u>0</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Program Availability	<u>9</u>	<u>8</u>	<u>1</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Program Variety	<u>8</u>	<u>8</u>	<u>0</u>	<u>0</u>	<u>2</u>
<input type="radio"/> Facility Amenities	<u>12</u>	<u>5</u>	<u>0</u>	<u>0</u>	<u>0</u>

**4. I would recommend this facility to others:**

**Yes**

8

**No**

0

**Additional Comments:**

1. 

Perfect in every way. We appreciated the attentiveness. Such a pleasure!
2. 

Trent was great.
3. 

Water aerobics class should not be limited to 25 persons. In the past classes were limited to 40 w/no problems.
4. 

Please let more then 25 in the winter. It knocks out the locals that come.
5. 

Great experience.
6. 

Aerobics is great.

# Monthly Survey - Additional Patron Comments

7	Have a 5:00 Class.
8	Staff was awesome.
9	Great experience.
10	Area looks good. We are glad to have a 10:00 am class.
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# Charlotte County Community Services Recreation Division Monthly Customer Comments Summary

Location SCRP

Month / Year Oct-16

**1. How would you rate your most recent interaction with a county employee?**

<input type="radio"/> Worse than I expected	<u>0</u>
<input type="radio"/> About what I expected	<u>4</u>
<input type="radio"/> Better than I expected	<u>21</u>

**2. This experience could have been better if:**

<input type="radio"/> It had been simpler or quicker or more timely	<u>0</u>
<input type="radio"/> My interaction with the employee had been better	<u>0</u>
<input type="radio"/> I had received the result I wanted	<u>1</u>
<input type="radio"/> Not applicable - this was a great experience	<u>24</u>

**3. Please evaluate following recreation services (4 = Very Satisfied and 1 = Very Dissatisfied):**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
<input type="radio"/> Cleanliness	<u>23</u>	<u>2</u>	<u>0</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Customer Service	<u>24</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Program Availability	<u>21</u>	<u>3</u>	<u>0</u>	<u>0</u>	<u>1</u>
<input type="radio"/> Program Variety	<u>22</u>	<u>2</u>	<u>0</u>	<u>0</u>	<u>1</u>
<input type="radio"/> Facility Amenities	<u>23</u>	<u>2</u>	<u>0</u>	<u>0</u>	<u>0</u>

<b>4. I would recommend this facility to others:</b>	<b>Yes</b>	<u>25</u>	<b>No</b>	<u>0</u>
------------------------------------------------------	------------	-----------	-----------	----------

**Additional Comments:**

1. 

Get more larger pool noodles for those of us wanting more resistance. Magic and joey are fun instructors. More enthusiasm needed from others
----------------------------------------------------------------------------------------------------------------------------------------------
2. 

Fernando was great and very helpful. Very great experience
------------------------------------------------------------
3. 

we need the water table inside the gym door. Not happy that other people are around our water bottles in lobby
----------------------------------------------------------------------------------------------------------------
4. 

please place water table inside gym
-------------------------------------
5. 

water table would be nice inside gym door
-------------------------------------------
6. 

but we would like water table in gym
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# Monthly Survey - Additional Patron Comments

7	can the water table be brought into the gym near the doors
8	one of the safest and cleanest public facilities I have ever been to please don't change anything
9	great exercise
10	chase is doing a great job-loved water aerobics today
11	chase is great
12	good instructors -chase is exceptional
13	chase is very cute
14	
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# Charlotte County Community Services Recreation Division Monthly Customer Comments Summary

Location TP

Month / Year Oct-16

**1. How would you rate your most recent interaction with a county employee?**

- |                                              |           |
|----------------------------------------------|-----------|
| <input type="radio"/> Worse than I expected  | <u>0</u>  |
| <input type="radio"/> About what I expected  | <u>3</u>  |
| <input type="radio"/> Better than I expected | <u>16</u> |

**2. This experience could have been better if:**

- |                                                                        |           |
|------------------------------------------------------------------------|-----------|
| <input type="radio"/> It had been simpler or quicker or more timely    | <u>0</u>  |
| <input type="radio"/> My interaction with the employee had been better | <u>0</u>  |
| <input type="radio"/> I had received the result I wanted               | <u>2</u>  |
| <input type="radio"/> Not applicable - this was a great experience     | <u>20</u> |

**3. Please evaluate following recreation services (4 = Very Satisfied and 1 = Very Dissatisfied):**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
<input type="radio"/> Cleanliness	<u>21</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Customer Service	<u>22</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Program Availability	<u>14</u>	<u>6</u>	<u>1</u>	<u>0</u>	<u>1</u>
<input type="radio"/> Program Variety	<u>14</u>	<u>5</u>	<u>1</u>	<u>0</u>	<u>2</u>
<input type="radio"/> Facility Amenities	<u>16</u>	<u>3</u>	<u>2</u>	<u>0</u>	<u>1</u>

<b>4. I would recommend this facility to others:</b>	<b>Yes</b>	<u>12</u>	<b>No</b>	<u>0</u>
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**Additional Comments:**

1. 

Need morethan BASKETBALL and PICKLEBALL. Exercise classes, crossfit, weights.
2. 

Need workout Gym
3. 

I only come Tue. And Thur. for basketball but this program is wonderful
4. 

People who work here are friendly and helpful
5. 

Friendly and Knowledgable
6. 

Greta clean environment. Friendly and helpful staff.

# Monthly Survey - Additional Patron Comments

7	I like Chris and Jill
8	Polite Staff
9	Very pleased with the options offered here and all the kids programs. Friendly staff.
10	Always friendly
11	Lighting is a problem
12	Front Desk - Super friendly
13	I love Chris and Jill
14	I love Chris and Jill
15	Thank you!
16	Friendly Staff
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# Charlotte County Community Services Recreation Division Monthly Customer Comments Summary

Location ADRPP

Month / Year Nov-16

**1. How would you rate your most recent interaction with a county employee?**

- |                                              |          |
|----------------------------------------------|----------|
| <input type="radio"/> Worse than I expected  | <u>0</u> |
| <input type="radio"/> About what I expected  | <u>0</u> |
| <input type="radio"/> Better than I expected | <u>0</u> |

**2. This experience could have been better if:**

- |                                                                        |          |
|------------------------------------------------------------------------|----------|
| <input type="radio"/> It had been simpler or quicker or more timely    | <u>0</u> |
| <input type="radio"/> My interaction with the employee had been better | <u>0</u> |
| <input type="radio"/> I had received the result I wanted               | <u>0</u> |
| <input type="radio"/> Not applicable - this was a great experience     | <u>0</u> |

**3. Please evaluate following recreation services (4 = Very Satisfied and 1 = Very Dissatisfied):**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
<input type="radio"/> Cleanliness	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Customer Service	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Program Availability	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Program Variety	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Facility Amenities	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>

<b>4. I would recommend this facility to others:</b>	<b>Yes</b>	<u>0</u>	<b>No</b>	<u>0</u>
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**Additional Comments:**

1. 

Pool closed for construction from November 2016 to January 2017
2.
3.
4.
5.
6.

# Charlotte County Community Services Recreation Division Monthly Customer Comments Summary

Location BRSP

Month / Year Nov-16

**1. How would you rate your most recent interaction with a county employee?**

- |                                              |          |
|----------------------------------------------|----------|
| <input type="radio"/> Worse than I expected  | <u>0</u> |
| <input type="radio"/> About what I expected  | <u>4</u> |
| <input type="radio"/> Better than I expected | <u>8</u> |

**2. This experience could have been better if:**

- |                                                                        |          |
|------------------------------------------------------------------------|----------|
| <input type="radio"/> It had been simpler or quicker or more timely    | <u>0</u> |
| <input type="radio"/> My interaction with the employee had been better | <u>0</u> |
| <input type="radio"/> I had received the result I wanted               | <u>3</u> |
| <input type="radio"/> Not applicable - this was a great experience     | <u>8</u> |

**3. Please evaluate following recreation services (4 = Very Satisfied and 1 = Very Dissatisfied):**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
<input type="radio"/> Cleanliness	<u>8</u>	<u>2</u>	<u>0</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Customer Service	<u>9</u>	<u>1</u>	<u>0</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Program Availability	<u>6</u>	<u>3</u>	<u>1</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Program Variety	<u>6</u>	<u>4</u>	<u>0</u>	<u>0</u>	<u>0</u>
<input type="radio"/> Facility Amenities	<u>8</u>	<u>2</u>	<u>0</u>	<u>0</u>	<u>0</u>

<b>4. I would recommend this facility to others:</b>	<b>Yes</b>	<u>7</u>	<b>No</b>	<u>0</u>
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**Additional Comments:**

1. 

Everything is Awesome, more rides
2. 

Brought my grandson here first time and his first time at the skate park. Staff was very helpful, informative and went above and beyond to help a young beginner.
3. 

Great Park
4. 

More skate days - no bikes
5. 

Cracks fixed - rides no bike days
6. 

This is a beautiful skate park. A great facility for the community. Young people need recreational facilities like this. Very important to maintain and update.

# Monthly Survey - Additional Patron Comments

7	More Bike days, radio
8	More bike days/more music
9	Needs more bmx days
10	There should be more bmx days
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# Charlotte County Community Services Recreation Division

Month / Year

Nov-16

- |                                              |          |
|----------------------------------------------|----------|
| <input type="radio"/> Worse than I expected  | <u>0</u> |
| <input type="radio"/> About what I expected  | <u>4</u> |
| <input type="radio"/> Better than I expected | 20       |

- ☐ It had been simpler or quicker or more timely \_\_\_\_\_  
☐ My interaction with the employee had been better \_\_\_\_\_  
☐ I had received the result I wanted \_\_\_\_\_  
☐ Not applicable - this was a great experience 13

- |                               | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied | N/A |
|-------------------------------|----------------|-----------|--------------|-------------------|-----|
| ○ <b>Cleanliness</b>          | 22             | 3         | 0            | 0                 | 0   |
| ○ <b>Customer Service</b>     | 22             | 3         | 0            | 0                 | 0   |
| ○ <b>Program Availability</b> | 20             | 5         | 0            | 0                 | 0   |
| ○ <b>Program Variety</b>      | 21             | 4         | 0            | 0                 | 0   |
| ○ <b>Facility Amenities</b>   | 21             | 4         | 0            | 0                 | 0   |

- |                                               |     |    |    |   |
|-----------------------------------------------|-----|----|----|---|
| 4. I would recommend this facility to others: | Yes | 18 | No | 0 |
|-----------------------------------------------|-----|----|----|---|

**Additional Comments:**

- |    |                                         |
|----|-----------------------------------------|
| 1. | Amazing.                                |
| 2. | A great place where everybody can play. |
| 3. | Great Staff!!                           |
| 4. |                                         |
| 5. |                                         |
| 6. |                                         |



# Charlotte County Community Services Recreation Division Monthly Customer Comments Summary

Location Port Charlotte Beach I

Month / Year

Nov-16

1. How would you rate your most recent interaction with a county employee?

- |                                              |           |
|----------------------------------------------|-----------|
| <input type="radio"/> Worse than I expected  | <u>0</u>  |
| <input type="radio"/> About what I expected  | <u>2</u>  |
| <input type="radio"/> Better than I expected | <u>33</u> |

2. This experience could have been better if:

- |                                                                        |           |
|------------------------------------------------------------------------|-----------|
| <input type="radio"/> It had been simpler or quicker or more timely    | <u>2</u>  |
| <input type="radio"/> My interaction with the employee had been better | <u>0</u>  |
| <input type="radio"/> I had received the result I wanted               | <u>2</u>  |
| <input type="radio"/> Not applicable - this was a great experience     | <u>24</u> |

3. Please evaluate following recreation services (4 = Very Satisfied and 1 = Very Dissatisfied):

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
<input type="radio"/> Cleanliness	<u>33</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>0</u>
<input type="radio"/> Customer Service	<u>33</u>	<u>0</u>	<u>0</u>	<u>1</u>	<u>0</u>
<input type="radio"/> Program Availability	<u>25</u>	<u>5</u>	<u>0</u>	<u>1</u>	<u>4</u>
<input type="radio"/> Program Variety	<u>25</u>	<u>5</u>	<u>0</u>	<u>1</u>	<u>4</u>
<input type="radio"/> Facility Amenities	<u>32</u>	<u>4</u>	<u>0</u>	<u>1</u>	<u>0</u>

4. I would recommend this facility to others:

Yes

21

No

0

Additional Comments:

1. Kerry was very helpful finding us a pavilion for my sons birthday party. Steve was great! The facility was beautiful. Dave was super awesome. Dave was very helpful. Really helped us out a lot.
2. Our leaders were kind and showed us how to do the exercise. Pool staff very friendly and efficient.
3. Great staff and facilities. Staff very helpful at wedding planning. Kerri and David were very helpful.
4. Office was very busy. Waited for awhile to get parking pass - staff was busy with other clients, but everyone was very pleasant. Awesome staff - thanks Kerry, David, and Weston.
5. Great staff. Love it!
6. 6 Month swim passes -from Canada

# Charlotte County Community Services Recreation Division Monthly Customer Comments Summary

Location TP

Month / Year Nov-16

**1. How would you rate your most recent interaction with a county employee?**

<input type="radio"/> Worse than I expected	<u>0</u>
<input type="radio"/> About what I expected	<u>3</u>
<input type="radio"/> Better than I expected	<u>13</u>

**2. This experience could have been better if:**

<input type="radio"/> It had been simpler or quicker or more timely	<u>0</u>
<input type="radio"/> My interaction with the employee had been better	<u>0</u>
<input type="radio"/> I had received the result I wanted	<u>3</u>
<input type="radio"/> Not applicable - this was a great experience	<u>13</u>

**3. Please evaluate following recreation services (4 = Very Satisfied and 1 = Very Dissatisfied):**

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
<input type="radio"/> Cleanliness	<u>16</u>	<u>7</u>	<u>0</u>	<u>1</u>	<u>0</u>
<input type="radio"/> Customer Service	<u>20</u>	<u>3</u>	<u>0</u>	<u>1</u>	<u>0</u>
<input type="radio"/> Program Availability	<u>12</u>	<u>7</u>	<u>4</u>	<u>1</u>	<u>0</u>
<input type="radio"/> Program Variety	<u>13</u>	<u>5</u>	<u>5</u>	<u>1</u>	<u>0</u>
<input type="radio"/> Facility Amenities	<u>17</u>	<u>6</u>	<u>0</u>	<u>0</u>	<u>0</u>

<b>4. I would recommend this facility to others:</b>	<b>Yes</b>	<u>14</u>	<b>No</b>	<u>0</u>
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**Additional Comments:**

1. 

Great Basketball & Soccer Mini Sports Coaches
2. 

Nisha was most helpful in assisting me with the purchase of punch pass for the Open Gym
3. 

Always Friendly Staff!
4. 

Great Staff
5. 

Best Customer Service Ever
6. 

Love Tringali Park! Everybody Friendly

Monthly Survey - Additional Patron Comments

7	More time for pickleball to start at 9 or 9:30
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